

IN THE UNITED STATES PATENT AND
TRADEMARK OFFICE

In the application of : McCORMACK, Tony et al.

Serial No. : 10/645,438

Filed : August 21, 2003

For : Management of queues in contact centres

Examiner : Chea, Philip J.

Art Unit : 2153

Confirmation No. : 7992

Attorney Docket No. : 920673-94702

PETITION FOR EXTENSION OF TIME

Honorable Director of Patents and Trademarks
P.O. Box 1450
Alexandria, VA 22313-1450

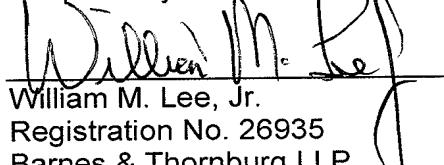
Dear Sir:

In accordance with the provisions of 37 C.F.R. §1.136, the applicant hereby petitions for an extension of time of three months to respond to the office action of October 9, 2007. Response will therefore be timely if filed with the Patent and Trademark Office no later than April 9, 2008.

In accordance with the provisions of 37 C.F.R. §1.17, the required fee of \$1,050.00 should be deducted from Deposit Account No. 12-0913.

April 3, 2008

Respectfully submitted,


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